Official copies of these procedures are maintained at this website. Before using a printed copy, verify that it is the most current version by checking the document issue date on this website. Signed copies of these official procedures are maintained at the Training Office.

## C-A OPERATIONS PROCEDURES MANUAL

## **ATTACHMENT**

## 2.9.b Trouble Report Flow Chart

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|----------|--|------------------------|--------------------|------------|
|          | C-A-OPM Procedures in which this Attachment is used. |                        |                    |            |
|          | 2.9  |                        |                    |            |
|          |  |                        |                    |            |
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| •        | <u>H</u>   | and Processed Change   | <u>s</u>           | •          |
| HPC No   | <u>Date</u>  | Page No                | s. <u>Initials</u> |            |
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|          |  |                        | Revis              | ion No. 00 |
|          |  | Signature On F         |                    |            |
|          | (  | Collider-Accelerator D | epartment Chairman | Date       |
| ssarello |  |                        |                    |            |

D. Passarello

## TROUBLE REPORT REPORTING PROCESS

Trouble Report initiated by Operations when: - Non-scheduled accelerator downtime > 1hr - Cumulative downtime 1hr in a given week for a particular system - Failures that significantly degrade accelerator performance, e.g. 20% degradation of beam intensity for > 4hrs. or keep experiment/user off > 2 hrs. Based on the equipment code entered, the Trouble Report is automatically forwarded to appropriate personnel for further processing. Repair person(s) shall: -Enter a description of the problem, details of the repair, their name(s), date, and time. -Upon completion, notify supervisor that TR is ready for review. Repair person's supervisor: - Reviews TR for clarity and completeness. - Adds comments as needed. - Enters name and date. - Submits TR for System Engineer review. System Engineer - Selects appropriate type of repair (e.g. permanent, temporary). - Enters explanation of repair made, their name and date of review. - Forwards TR to QA for submittal to the Trouble Report Committee. C-A Trouble Report Committee (TRC) reviews (bimonthly during C-A running periods) all new and resubmitted Trouble Reports. No further action required. Further investigation required. TR Closed. TRC indicates group responsible for further investigation and to whom the response is to be forwarded to. Responsible C-A support group investigates reported problem. Investigation results/corrective action recommendations documented to appropriate line management and Quality Assurance Office within 1 calendar month. QA resubmits TR, with supporting documentation, to TRC. Trouble report records are maintained by C-A Quality Assurance Office. QA shall inform the TRC if requested investigation/corrective action recommendations are not received within

C-A-OPM-ATT 2.9.b (W)

four months of assignment.